



## COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 21-2

April 16, 2021

Petition of Charter Fiberlink MA-CCO, LLC and Time Warner Cable Information Services (Massachusetts), LLC for Designation as an Eligible Telecommunications Carrier.

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### SECOND SET OF INFORMATION REQUESTS OF THE DEPARTMENT OF TELECOMMUNICATIONS AND CABLE TO CHARTER FIBERLINK MA-CCO AND TIME WARNER CABLE INFORMATION SERVICES (MASSACHUSETTS), LLC

Pursuant to 207 C.M.R. § 1.06(6)(c), the Department of Telecommunications and Cable (“Department”) submits to Charter Fiberlink MA-CCO, LLC (“Fiberlink”) and Time Warner Cable Information Services (Massachusetts), LLC (“Time Warner,” together “Massachusetts Charter”) the following information requests:

#### Instructions

1. Each request should be answered in writing on a separate page with a recitation of the request, a reference to the request number, the docket number of the case, and the name of the person responsible for the answer.
2. This request should be treated as a rolling information request. Do not wait for all answers to be completed before supplying answers. Provide each answer to the Department as soon as it is available.
3. These requests shall be deemed continuing so as to require further supplemental responses if Massachusetts Charter or its witness receives or generates additional information within the scope of these requests between the time of the original response and the close of the record in this proceeding.
4. The term “provide complete and detailed documentation” means: Provide all data, assumptions, and calculations relied upon. Provide the source of and basis for all data and

assumptions employed. Include all studies, reports, and planning documents from which data, estimates, or assumptions were drawn and support for how the data or assumptions were used in developing the projections or estimates. Provide and explain all supporting workpapers.

5. The term “document” is used in its broadest sense and includes, without limitation, writings, drawings, graphs, charts, photographs, phono-records, microfilm, microfiche, computer printouts, correspondence, press releases, handwritten and/or typed notes, records, reports, bills, checks, articles from journals and/or other sources, e-mails, SMS text messages, blog postings, RSS feeds, web pages, social media postings such as Facebook and Twitter, and/or other data compilations from which information can be obtained and all copies of such documents that bear notations or other markings that differentiate such copies from the original.
6. The term “certify” means to provide a sworn certification by the appropriate corporate officer.
7. The term “Affiliate” means a person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, Massachusetts Charter. For purposes of this definition, the term “own” means to own an equity interest (of the equivalent thereof) of more than 10 percent.
8. The term “person” includes an individual, partnership, association, joint-stock company, trust, or corporation.
9. The term “Charter” includes Massachusetts Charter and any Affiliate.
10. The term “RDOF” means the federal Rural Digital Opportunity Fund.
11. The term “ETC” means eligible telecommunications carrier.
12. The term “Petition” refers to Massachusetts Charter’s application for ETC designation in the above-captioned proceeding.
13. The term “FCC” means the Federal Communications Commission.
14. The term “service area” means a service area as defined in 47 U.S.C. § 214(e)(5).
15. The term “RDOF Census Blocks” means those census blocks listed in Exhibits A or B of the Petition.
16. If any one of these requests is ambiguous, notify the Department so that the request may be clarified prior to the preparation of a written response.
17. File the responses with Shonda D. Green, Secretary of the Department, not later than 5:00 P.M. on **April 30, 2021**.

Requests:

- D.T.C. 2-1 Please refer to Charter's response to D.T.C. 1-33. Please describe Charter's procedures for identifying and reporting network outage issues to state and local emergency services in the case of an outage in the RDOF Census Blocks and identify the staff position(s) that will have the responsibility to carry out these procedures. Please also describe Charter's process for refreshing its existing emergency response plan to ensure it includes current contacts for state and local officials, including but not limited to the frequency that Charter undertakes this refresh process.
- D.T.C. 2-2 For each of those services that Charter indicated in its responses to D.T.C. 1-17, D.T.C. 1-30, and D.T.C. 1-31 that it anticipates offering in the RDOF Census Blocks, please provide the following as a standalone exhibit in PDF or equivalent format:
- a. Charter's current "Terms of Service/Policies," which Charter referenced in D.T.C. 1-31;
  - b. Charter's current "Service Rates & Disclosures," which Charter referenced in D.T.C. 1-31; and
  - c. Charter's current Network Management Statements, required by 47 C.F.R. § 8.1(a).
- D.T.C. 2-3 Please describe the responsibilities of the Worcester and Andover call centers that Charter identified in its responses to D.T.C. 1-22 and D.T.C. 1-23, including the service territories served by each of these call centers.
- D.T.C. 2-4 Please describe any disconnection protection, payment relief or other assistance Charter anticipates offering customers experiencing financial distress in the RDOF Census Blocks.
- D.T.C. 2-5 Please state whether Charter intends to offer video service in the RDOF Census Blocks.



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